



HROne Connect is Live

HROne Connect is now your new employee self-service portal.



How to log on

- Go to HROneConnect.houstontx.gov
- Enter E plus your Employee ID
- Log in with single sign on network credentials

For HPD employees, choose HPD User, for all others choose Active Directory. HAS employees will use E#@houstonairportsystem.net email. Visit coemployees.org/HROne-Resources for detailed instructions.



Training

- Go to Talent.houstontx.gov
- Choose Browse Catalog from top menu
- Look for classes listed under HROne



For more information

Visit houstontx.gov/hr/hrone.html



HROneConnect.houstontx.gov

Frequently Asked Questions

Where do I find my paycheck, W2 and W4 election information?

After you log in, go to My Profile. From the Total Rewards menu select Payroll Information. Here, you'll find links for Payment Summary, W2 Statement and W4 Election. Use Microsoft Edge to view Payment Summary, W2 Statement and W4 Election correctly.

How do I reset my password?

Go to passwordreset.houstontx.gov. Sign in with E plus your employee ID. Choose Forgot my Password or Manage my Passwords and follow the prompts. First time users will need to register. Or you can call 832.394.HITS (4487). HPD employees should contact the HPD Help Desk at 713.247.8500.

What is DUO?

For all departments except for HPD and HAS, the City has implemented multi-factor authentication via the DUO application for enhanced security. If you have not set up DUO, please contact your help desk for assistance.

Can I log in with my mobile device?

Yes, HROne Connect is mobile friendly.

How do I change my bank deposit?

Go to My Profile. From the Personal Information menu, select Payment Information. Choose the pencil icon to open the form to edit Payment Information. Complete the form and save for changes to become effective.

How do I update my contact information?

Go to My Profile. From the Personal Information menu, select Personal Information, Contact & Address or Emergency Contact and choose the pencil icon to make updates.

Where is Benefitplace?

Benefitplace will launch on Feb. 27. After that date, you will access Benefitplace for 2023 Open Enrollment by selecting the link under Organizational Updates.

Where do I enroll in the Combined Municipal Campaign?

You can go to CityofHouston.brightfunds.org or choose CMC under Organizational Updates in HROne Connect.

How do I view my leave balance?

Leave balance with the exception of PPI, is available at Kronos.houstontx.gov or Staffing/ Webtime for HFD employees. You can also view your leave balance at the bottom of your pay statement.

Does HROne Connect replace Kronos or Staffing/Webtime for HFD employees?

No, you will continue to use those tools to submit vacation, sick and other types of personal time off. For Chapter 14 Leave of Absences, you will submit the form in HROne Connect. Choose Request Leave of Absence and complete the form.

Who do I contact if I have issues with HROne Connect?

Use the department-specific Help Desk contacts below. Choose HROne from the Service Now catalog.

HAS Employee Help Desk

281-233-1900

coemployees.org/HAS-Service-Now



HPW Employee Help Desk

832-395-2100

coemployees.org/HPW-Service-Now



HITS Help Desk for all other departments

832-394-4487 (HITS)

coemployees.org/HITS-Service-Now



HPD Employee Help Desk

713.247.8500